

POLICIES AND PROCEDURE MANUAL

Chapter:	Quality		
Title:	Performance Improvement		
Policy: <input checked="" type="checkbox"/> Procedure: <input type="checkbox"/> Page: 1 of 2	Review Cycle: Biennial Author: Chief Compliance & Quality Officer, Quality Improvement Council	Adopted Date: 04.07.15 Review Date: 03.04.2025	Related Policies:

Purpose

To ensure Mid-State Health Network (MSHN) and its Provider Network develop performance improvement projects, consistent with healthcare quality standards and Michigan Department of Health and Human Services expectations, to improve the health outcomes of those individuals served within the MSHN region.

Policy

MSHN shall ensure region-wide performance improvement projects (PIP) are conducted in accordance with the following:

- Projects must address both clinical and non-clinical aspects of care.
 - Clinical areas would include, but not limited to, high-volume services, high-risk services, and continuity and coordination of care
 - Non-clinical areas would include, but not be limited to, appeals, grievances and trends and patterns of substantiated Recipient Rights complaints; and access to, and availability of, services.
- Topics will be selected in a manner which takes into account the prevalence of a condition among, or need for a specific service by, MSHN’s consumers; consumer demographic characteristics and health risks; and the interest of consumers in the aspect of service to be addressed.
- PIPs may be directed at state or MSHN-established aspects of care.
- MSHN will engage in at least two projects during the waiver renewal period.
- MSHN-established PIPs will be developed in collaboration with the Quality Improvement Council.
- State directed PIPs will be conducted in accordance with state requirements and timelines.
- Regional performance improvement project results will be aggregated and reviewed by the Quality Improvement Council, the Regional Consumer Advisory Council, the Medical Directors Committee when relevant, and other relevant committee/councils for determining appropriate initiatives and areas for continuous quality improvement.

MSHN shall monitor Provider Network compliance with the regional performance improvement projects through reporting progress and outcomes to the MSHN Quality Improvement Council, Regional Consumer Advisory Council, Operations Council, the Medical Directors when relevant, and the Board of Directors.

Applies to:

- All Mid-State Health Network Staff
- Selected MSHN Staff, as follows:
- MSHN’s CMHSP Participants: Policy Only Policy and Procedure
- Other: Sub-contract Providers

Definitions:

CMHSP: Community Mental Health Service Programs
MDHHS: Michigan Department of Health and Human Services
MSHN: Mid-State Health Network

PIHP: Prepaid Inpatient Health Plan

PIP: Performance Improvement Project

Provider Network: refers to MSHN CMHSP Participants and SUD providers directly under contract with the MSHN PIHP to provide/arrange for behavioral health services and/or supports. Services and supports may be provided through direct operations or through the subcontract arrangements

Other Related Materials

N/A

References/Legal Authority

Medicaid Managed Specialty Supports and Services contract, MDHHS Quality Assessment and Performance Improvement Technical Guideline

Change Log:

Date of Change	Description of Change	Responsible Party
03.2015	New Policy	Chief Compliance Officer
03.2016	Annual Review	Quality, Compliance & Customer Svc Director
03.2017	Annual Review	Director of Compliance, Customer Service and Quality
03.2018	Annual Review	Director of Compliance, Customer Service and Quality
03.2019	Annual Review added PAC and Medical Directors as relevant for committees to review	Quality Manager
10.2020	Biennial Review	Quality Manager
10.2022	Biennial Review	Quality Manager
12/2024	Biennial Review	Chief Compliance and Quality Officer